

**All-Party Meeting on California Alternate Rates for Energy (CARE) Education and Outreach in  
Light of COVID-19**  
A.19-11-003 et al.

May 22, 2020 | 1:30 – 4:00 PM | Webex  
<https://cpuc.webex.com/j.php?MTID=m6bdc8d72e843773d83f02c080fdd28e0>

**Agenda**

15 minutes	Welcome, Opening Remarks & Agenda Overview	Commissioner Shiroma
100 minutes	<p>Party responses to questions:</p> <ol style="list-style-type: none"> <li>1. <b>Outreach and enrollment</b> (55 mins total: 28 mins for IOU responses (7 mins each), followed by Commissioner Q&amp;A) <ol style="list-style-type: none"> <li>a. What CARE/FERA enrollment trends have you observed since stay-at-home orders went into effect, particularly in areas with low program penetration (e.g., Alameda County, which has 60% CARE penetration)?</li> <li>b. Which outreach and enrollment methods are you utilizing the most, and which have proven to be most effective (e.g., phone, online, paper, CBO)?</li> <li>c. What new and creative approaches have you employed to increase program enrollment (e.g., email blasts, text campaigns)?</li> <li>d. Are interested CBOs able to easily apply and qualify to become capitation agencies and be compensated for assisting with CARE/FERA enrollments?</li> <li>e. Do you have adequate marketing and outreach budgets and sufficient staffing resources to perform increased marketing activity and accommodate increased customer traffic?</li> </ol> </li> <li>2. <b>Coordination with other low-income programs</b> (30 mins total: 12 mins for IOU responses (3 mins each), followed by Commissioner Q&amp;A) <ol style="list-style-type: none"> <li>a. How do newly-developed marketing materials for CARE/FERA reference the California Lifeline program and other low-income programs?</li> <li>b. Should the Commission consider directing utilities to automatically enroll customers in CARE based on their enrollment in other low-income programs like SNAP or</li> </ol> </li> </ol>	<p>Speakers in order:</p> <p>-PG&amp;E -SCE -SoCal Gas -SDG&amp;E</p> <p>-Commissioners</p> <p><i>For the three sets of questions to the left, the four IOUs will each have time to respond, followed by Commissioner Q&amp;A, followed by public comment if time permits.</i></p>

	<p>TANF?</p> <p>c. Are their opportunities to automatically enroll CARE/FERA customers in other programs (Water Low Income Rate Assistance, SNAP, TANF)?</p> <p><b>3. Data sharing with water utilities</b> (15 mins total: 8 mins for IOU responses (2 mins each), followed by Commissioner Q&amp;A)</p> <p>a. With regard to CARE data sharing between energy and water utilities, how can this process be improved?</p> <p>b. Should this CARE data sharing occur on a more frequent basis rather than the current bi-annual process?</p>	
25 minutes	<p>Additional comments</p> <p>Stakeholders who signed up in advance are invited to comment on the issues listed above in the agenda or other issues relevant to the proceeding.</p> <ol style="list-style-type: none"> <li>1. Ed Jackson, Liberty Utilities (3 mins)</li> <li>2. Jeff Linam, California-American Water Company, California Water Association (3 mins)</li> <li>3. Michael Campbell, Public Advocates Office (3 mins)</li> <li>4. Beth Vaughn, California Community Choice Association (3 mins)</li> <li>5. Melissa Kasnitz, Center for Accessible Technology (3 mins)</li> </ol> <p>Public Comment</p>	Stakeholders and public comment sign ups
10 minutes	Wrap up, Next Steps, & Closing Remarks	Commissioner Shiroma